

HANDOUT R

EXIT AND FOLLOW-UP EXERCISES ANSWERS

1. Tammy is a Dislocated Worker customer who was laid off from her job at an electronics factory where she worked for 25 years. She has few transferable skills and dropped out of high school in 12th grade. She participates in a WIA-funded GED course and attains her GED. She also participates in job search and resume-writing workshops and decides she doesn't need any other services and wants to just find a job. *Do you exit her now? Why or why not? If you don't exit her, what should you do?*

Answer. Is Tammy really employable at this point? If she is exited, she may be unable to find a job at all, and whatever jobs she finds is likely to be far below the goal of a wage that is a high enough percentage of her pre-dislocation wage to meet the negotiated goal. It might be better to keep her enrolled and have her look at LMI and available jobs and see what she can find with her skills. At that point, she might realize she needs skill training to enable her to find a job with higher earnings and it might be appropriate for her to go through additional services to determine which type of training might be appropriate.

2. Maria is an Adult customer who is using her ITA to attend massage therapy school. She will graduate in a week. She has applied to take her certification exam two weeks after graduation, and, if she passes, she will have to wait 30 days after that for the certificate to come in the mail. After she gets her certification, she plans to set up her own private practice from her home. *When would you exit her from the Adult program? When and for which measures is it important to follow up with her after exit, and why? Is there anything else you could do that might improve performance?*

Answer. In case she fails her exam or needs help getting her certificate, it would probably be smart to wait to exit Maria until after she passes her certification and receives her certificate. Since she'll be self-employed, you should also let her know that you'll be following up with her to collect supplemental data on her employment status in the 1st and 3rd quarters after exit.

3. Rita is a Dislocated Worker who finished an ITA-funded office skills training program about three weeks ago. For the past month she has been trying to find a job but has been unsuccessful so far. She has not taken her office skills certification test yet (it wasn't included in the training and cost extra) and doesn't plan to unless she gets a job because she thinks its too expensive and she doesn't have much money. Today she calls you and tells you all of her potential employers say she doesn't have enough skills or experience. *When should you exit her? Why?*

Answer. You probably don't want to exit her now since she does not seem employable and may not get her certification (this would lead to negatives in all measures). Instead, it sounds like she needs additional training and possibly work experience to be employable. Even if WIA cannot provide them (because she already had an ITA), these services could be provided by a One-Stop partner and included on her service plan so she would not have to be exited. You might also want to pay for her certification exam and make sure she understands that attaining certification will undoubtedly help her in the future. She should stay enrolled until she finishes these additional services and is truly employable.